



CONFERENCE PROGRAM

13th Annual Massachusetts Fire & Life Safety Education Conference

September 26 and 27, 2007

Mansfield Holiday Inn
Mansfield, Massachusetts

**Department of Fire Services
Stephen D. Coan, State Fire Marshal**

Planned by the Massachusetts Fire & Life Safety Education Task Force
www.mass.gov/dfs/pubedconf

*This conference has been approved for
14 OEMS credit hours: 7 hours Day 1 and 7 hours Day 2.
Teachers may apply for 13 hours of
Dept. of Education PDPs with Conference Certificates.*

REGISTRATION FORM

Registration Deadline: Wednesday, September 12, 2007

Name for Certificate _____
TITLE FIRST NAME M.I. LAST NAME

Name for Nametag _____

Organization _____

Organization Address _____

City _____ State _____ Zip Code _____

Phone (to contact you about this registration) _____

Name of Community Partner registering with you _____

If a fire service member registers with a community partner (e.g. a teacher or elder service worker) or vice-versa, there is \$5 per day fee reduction. Two members of the same agency are NOT eligible for the discount.

Workshop Registration:

Please register for workshops by writing the number on the line for your first choice and your second choice in the event that the workshop is already full (e.g. 1, 2, 3, or 4).

September 26

Block A 1st _____ 2nd _____

Block B 1st _____ 2nd _____

Block C 1st _____ 2nd _____

September 27

Block D 1st _____ 2nd _____

Block E 1st _____ 2nd _____

Optional dinner 6:00 PM September 26 ☐ Yes ☐ No
(\$20 fee not included in registration fee)

Cancellation Policy

No refunds 0-4 days prior to conference. Refund, minus 25% administrative fee, 5-14 days prior to conference if cancellation is faxed to 978-567-3199. All cancellations must be in writing.

For more information:

Call (978) 567-3380 or e-mail Jennifer.Mieth@state.ma.us for more information.

Late Fee

A \$10 late registration fee will be charged for any registrations received after Sept. 12.

For Office Use Only

Check # _____

Check \$ _____

Paid Date _____

Please register me for:

One Day..... \$75

Two Days \$125

Special Leadership Track - Sept. 27 \$60

Subtract \$5 per day if registering with a community partner named above \$5 or \$10

Optional Evening Dinner - September 26 \$20

Total Due \$

Payment Method:

Return completed form and check made payable to
Mass. Firefighting Academy Trust Fund to:

Public Education Conference
Department of Fire Services
P.O. Box 1025
Stow, MA 01775
(978) 567-3199 (fax)
Questions: (978) 567-3715 or 3381

The Department of Fire Services can no longer bill or invoice local agencies. Payment is required prior to the conference. No cash can be accepted.

LODGING

MANSFIELD HOLIDAY INN

The Mansfield Holiday Inn room rate for conference attendees is \$109. When calling for your reservation, be sure to identify the MA Fire and Life Safety Education Conference. Make your reservations by September 9, 2007. The number of rooms credited to the conference affects the overall cost.

RESERVATIONS:

by phone: (508) 339-2200

or online at www.holidayinnmansfield-foxboro.com
(enter the group code: MAP)

Individuals must make their own hotel reservations by September 9, 2007. DFS is not responsible for hotel accommodations.

RESERVATION DEADLINE:

September 9, 2007

DIRECTIONS:

Mansfield Holiday Inn

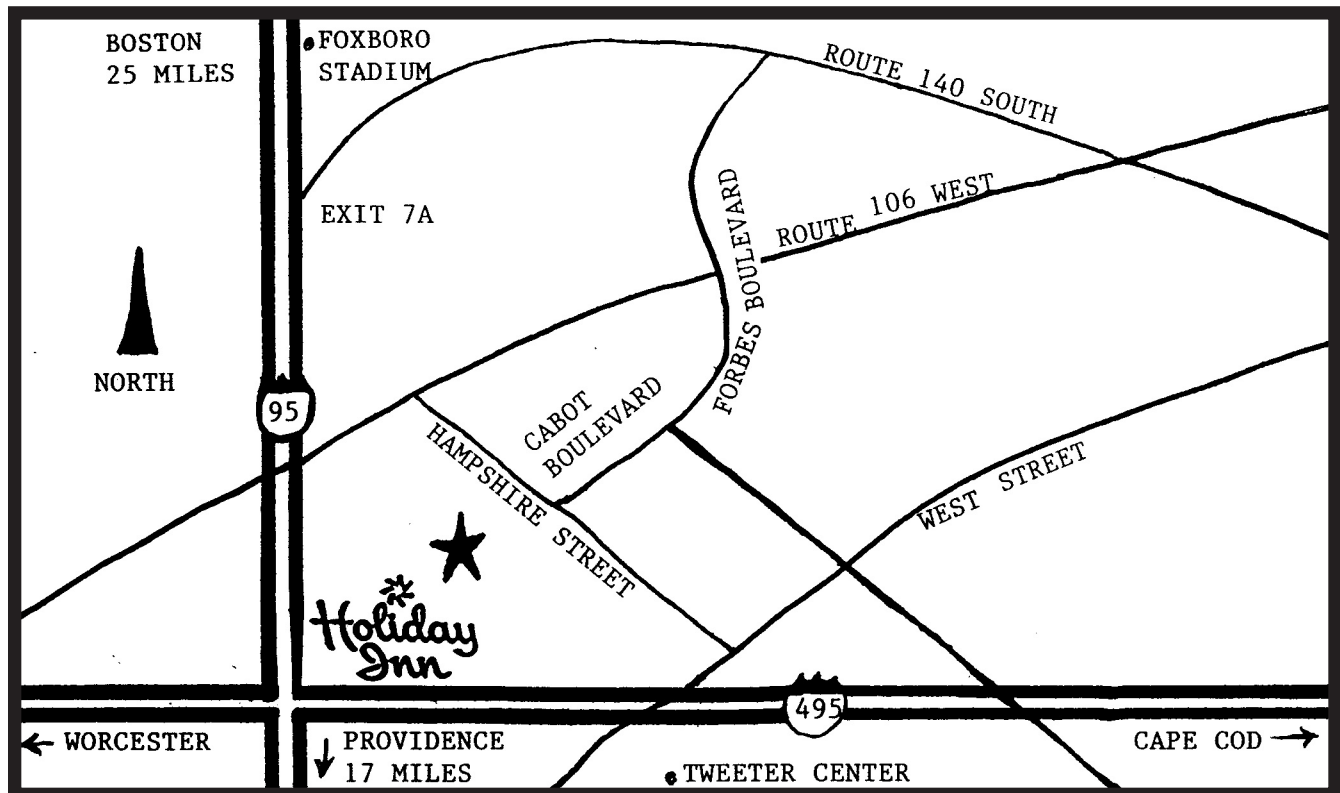
31 Hampshire Street
Mansfield, MA
(508) 339-2200

From Route 95 North or South

Take Exit 7A (Mansfield, Route 140). At the second set of lights, take a right onto Forbes Blvd. Stay in the right lane. The street will change to Cabot Blvd. At the Stop Sign continue Straight across to the Holiday Inn Mansfield.

From Route 495 North or South:

Take Exit 12 (Mansfield Route 140). At the Fifth set of lights take a left onto Forbes Blvd. Stay in the right lane. The Street will change to Cabot Blvd. At the stop sign continue straight Across to the Holiday Inn Mansfield.



8:30 - 9:00 AM.....REGISTRATION & EXHIBITORS

9:00 - 9:45 AM.....GENERAL SESSION

Welcome

- ◆ Thomas P. Leonard,
Deputy State Fire Marshal

Are You Smarter Than a 5th Grader?

- Massachusetts Public Fire
& Life Safety Education Task Force

An overview of how the MA Department of Education's Curriculum Frameworks connect with key fire safety behaviors in the third edition of the Massachusetts Public Fire & Safety Education *Curriculum Planning Guidebook* and how to use MCAS practice to teach fire safety.

9:45 - 10:00 AM.....BREAK

10:00 AM - 12:00 PM.....BLOCK A

A1 Brain Based Learning and Differentiated Instruction or Hard Hats Required

- Marge Kimpton, ret.
Groton-Dunstable Regional Schools

We each learn in a different way, and good teaching recognizes that we must provide alternative methods of instruction to reach all students. You will learn how the brain works and how to address several different learning styles simultaneously in effective lessons.

A2 Using Public Access TV or Tool Time

- North TV, North Attleboro Cable Television

Cable television can be a resource to assist you in getting your fire safety and prevention messages out to the public. Learn how to access your local cable network and how to get assistance in designing the type of program that will work for your com-

munity. We will bring video equipment and show you how to use it. We will practice interviewing skills and discuss how to produce your own show.

A3 Building Blocks: Preschool

- Chief Charlie Johnson, ret.

This workshop is the building block for developing a complete Preschool program. Students will leave familiar with the *Curriculum Planning Guidebook* as a tool for developing fire and life safety lesson plans. Information covered will include key behavior selection, interpreting developmental information, reviewing teaching strategies, and how to evaluate the lesson. Students will also have the opportunity to review various resources (commercial and home-made) that have been used effectively in the S.A.F.E. world. Students working in groups will develop an age appropriate lesson to present to the class.

A4 Building Blocks: Teaching Our Seniors

- Lt. Kate Hansen, Chatham Fire Dept.
- FF James Harllfinger, Mattapoisett Fire Dept.

This workshop is the building block for developing a complete program for Older Adults (seniors). Students will leave familiar with the *Curriculum Planning Guidebook* as a tool for developing fire and life safety lesson plans. Information covered will include key behavior selection, interpreting developmental information, reviewing teaching strategies, and how to evaluate the lesson. Students will also have the opportunity to review various resources (commercial and homemade) that have been used effectively in the S.A.F.E. world. Students working in groups will develop an age appropriate lesson to present to the class.

A5 Teaching & Interacting with Children Who Have Autism Spectrum Disorder

- Ms. Robyn Stewart, Nashoba Learning Group
- FF William Cannata, Westwood Fire Dept.

This workshop will provide teachers and first responders with an overview of Autism Spectrum Disorder (ASD), growth rates, theories, common

characteristics, effective communication methods, and some practical skills on how to effectively interact and teach this audience. Lt. Cannata will provide information on how first responders and educators can recognize an individual with ASD, and discuss how actual incidents were handled. Ms. Stewart will discuss the unique learning styles of children with ASD, common components of effective teaching programs, and using examples, how to use these techniques to teach safety skills to children with ASD.

12:00 – 12:45 PM..... LUNCH

12:45 - 1:45 PM..... GENERAL SESSION

Remarks

- ◆ Stephen D. Coan,
State Fire Marshal

2007 Fire and Life Safety Educator of the Year Award

1:45 - 2:00 PM..... BREAK

2:00 - 3:00 PM..... BLOCK B

B1 Enhancing Parent-Faculty Association Participation: How to Keep them Interested

- Elizabeth Silva,
Winchester Substance Abuse Coalition

Parent organizations are important target groups that can reinforce the fire and life safety lessons taught in the classroom. Municipalities must give serious consideration to recruiting and keeping community volunteers, particularly parents, involved, energized, and productive in order to maximize local resources. This presentation reviews examples of challenges faced by town organizations and identifies principles for successful partnerships and collaborations. The goals of the workshop are to identify effective principles to enhance volunteer participa-

tion and strategies to address the challenges in increasing and maintain volunteer involvement.

B2 Using Sparky's Hazard House or Blueprint for Safety

- FF Oona Aldrich, Harvard Fire Dept.
- FF Alan Specht, Harvard Fire Dept.

Get ideas from experiencing an actual Hazard House lesson in real time. As we move through the Hazard House room by room you will learn different ways to use this amazing interactive teaching aid. This prop can be tailored to enhance your current S.A.F.E. curriculum or used on its own to develop exciting new programs. The Hazard House is captivating to audiences young and old. Come play and learn.

Note: DFS has four Hazard Houses to loan fire departments who have an educator trained to use them.

B3 Bus Safety or No Child Left Behind

- Judith Dupile, Registry of Motor Vehicles
- Margaret Rohanna, Registry of Motor Vehicles

Participants will learn about safe bus riding practices and evacuation procedures. A demonstration of a school bus evacuation will be held. Fire and life safety educators, teachers, and anyone who rides buses will benefit from this workshop.

B4 Evaluation on a Budget or Measuring Success

- Anne Wang, Educational Development Center
- Kim Dash, Educational Development Center

This workshop is for practitioners who are interested in evaluating their programs, but who may have limited funding to do so. Presenters will cover the basics of evaluation including its purpose, definitions, key components and types, relationship to program design and implementation, sources of data, and impact. In addition, the workshop will highlight examples of how others have employed creative methods to evaluate program efforts with limited funding. Participants should come prepared to discuss their evaluation needs.

B5 Railroad Safety: Operation Lifesaver


 Ed O'Connor, Massachusetts Operation Lifesaver

With new rail lines opening in our state, railroad safety is an important life safety topic. Massachusetts Operation Lifesaver is a program taught by trained volunteers to educate the public about behaviors at railroad grade crossings and railroad rights of way. Learn about the key behaviors and issues necessary to stay safe around railroads and get an overview of the program and how to bring it to your community.

3:00 - 3:15 PM..... BREAK

3:15 - 4:15 PM..... BLOCK C

C1 The Dangers of Ice or Cool Tools

 Capt. Robert Reardon,
Yarmouth Fire & Rescue Dept.

This workshop is a presentation designed for elementary and middle school students on the dangers of cold water immersion. If there is a risk that the youth in your community will participate in cold weather activities on ice covered ponds and lakes, then you need to attend this presentation. It will include a basic review of hypothermia, discussion of animal rescue and demonstration of self-rescue techniques from ice and cold water immersion. This is an active participant presentation!

C2 Relocation vs Evacuation Drills or Trading Spaces

 Chief Michael Cassidy, Holliston Fire Dept.

 Capt. Rick Tustin, Winchester Fire Dept.

Jonesboro (AR), Columbine (CO), Enterprise (AL), Virginia Tech. Tragic events at each of these schools highlight the need for implementing protective measures that go beyond mere evacuation. Come hear the importance of regularly conducting relocation and shelter-in-place drills, in addition to the minimum number of fire exit drills required by the Fire Prevention Regulations.

C3 Idea Exchange or Plan Review


 FF Oona Aldrich, Harvard Fire Dept.

 Amy Whitney, M.A.D.D.

 FF Kerra Noyes, Harvard Fire Dept.


Walk away with three good ideas you can implement or invite to your town. 1) FF Aldrich has an innovative lesson called The Report an Emergency Train Set Program suited for small groups of students 1st – 4th grade. Using different scenarios such as a car crash, fire, attempted break-in and injured babysitter, the nearest student must call for fire department, police or ambulance. 2) Mothers Against Drunk Driving has an effective multi-media presentation for teaching teenagers, and getting them to think about consequences. 3) Harvard's FF Noyes has a candle safety lesson for 4th graders.

C4 Drive Alive to 25

 Greg Parkinson, MD,
Mass. Coalition for Adolescent Road Safety
(MASSCARS) and Cape & Islands End Driving
Deaths Among Youth (EDDY)

This workshop is for anyone with an interest in eliminating motor vehicle deaths involving young drivers and will discuss evidence-based solutions to a public health crisis. We will review the scope of motor vehicle crash deaths, examine new data on predisposing factors and new data on practical solutions.

C5 Secrets to Running a Good Meeting and Keeping Your Coalition Together

 Stacy Carruth, Regional Center
for Healthy Communities (Metrowest)

 Alejandro Rivera, Impact Quincy

Want to know what the secrets are to running a good meeting or keeping a task force or coalition together? This workshop is geared to people who want to make the most of their meetings. If you have ever run a meeting, chaired a committee, or been a member of a coalition, this workshop will help you facilitate better meetings and get more out of those you attend. Specific topics to be discussed will include: the key players (who does what before and during your

meetings); creating agendas that work (with desired outcomes); ideas for engaging all members in meetings; recruiting and retaining coalition members.

4:15 PM..... CERTIFICATES AND OEMS FORMS
AVAILABLE AT REGISTRATION DESK

SOCIAL HOUR

4:30 - 5:45 PM..... *SOCIAL HOUR

- *Continue those interesting conversations with new friends in a relaxed atmosphere.*
- *Cash bar.*

D INNER

6:00 PM *DINNER

- *Reservations required.*
- *Pick up tickets at registration desk.*
- *DFS cannot accept cash - checks only.*

*MA SAFE, the Massachusetts Association of Fire and Life Safety Educators, will be donating \$4 toward the price of every dinner ticket, reducing the cost to participants from \$24 to \$20. The goal is to encourage networking. You do not have to be a member to enjoy the dinner and comradery.

8:30 - 9:00 AM..... REGISTRATION & EXHIBITORS

9:00 - 9:45 AM..... GENERAL SESSION

Welcome

- ◆ Jennifer L. Mieth,
Public Education Manager

Research Based Practices in Bullying and Violence Prevention: *Giving Children Skills to Make Healthy Decisions*

- ◆ Anne Gilligan
Coordinator,
Safe and Drug Free Schools
MA Department of Education

9:45 - 10:00 AM..... BREAK


10:00 AM - 12:00 PM..... BLOCK D

D1 Building Block: Elementary School

- Cynthia Ouellette, M.Ed.
Weymouth Public Schools

This workshop is the building block for developing a complete Elementary School-age program. Students will leave familiar with the *Curriculum Planning Guidebook* as a tool for developing fire and life safety lesson plans. Information covered will include key behavior selection, interpreting developmental information, reviewing teaching strategies, and how to evaluate the lesson. Students will also have the opportunity to review various resources (commercial and homemade) that have been used effectively in the S.A.F.E. world. Students working in groups will develop an age appropriate lesson to present to the class.

D2 New Developments in Understanding and Treating Self-Injury

-  Barent Walsh, Ph.D. Exec. Dir.,
The Bridge of Central Massachusetts, Inc.

Self-injury is an increasing challenge for schools and communities across the United States (a serious problem for an estimated 2 to 3 million Americans). Behaviors such as self-inflicted cutting, scratching, burning, hitting and excoriation of wounds are becoming a regular part of middle school, high school and college life. First responders, classroom teachers and fire educators need to recognize the signs of self-injury, and differentiate self-injurious intent from suicidal intent. Practical suggestions for dealing with self-injury, including a protocol for managing self-injury in school settings will be presented. Guidelines for addressing when acts of self-injury occur within a group in statistically significant clusters or bursts will also be covered.

D3 Building Block: High School

-  Capt. Rick Tustin, Winchester Fire Dept.

This workshop is the building block for developing a High School-age program. Students will leave familiar with the *Curriculum Planning Guidebook* as a tool for developing fire and life safety lesson plans. Information covered will include key behavior selection, interpreting developmental information, reviewing teaching strategies, and how to evaluate the lesson. Students will also have the opportunity to review various resources (commercial and home-made) that have been used effectively in the S.A.F.E. world. Students working in groups will develop an age appropriate lesson to present to the class.

D4 Juvenile Firesetting Education or Fire Schools





-  Capt. Barbara Stone, Hanover Fire Dept.

What is different about the fire safety information we teach in the schools and the information that a child who has a problem with fire needs? Hear from the manager of the successful Plymouth County Juvenile Firesetting Program. Learn how to set up and run "fire schools" for juvenile firesetting intervention.

**Dr. Walsh
is brought to us by the
Suicide Prevention Program,
Massachusetts Department
of Public Health**

Special Leadership Development Panel Discussion

D5 Risk Management Leadership or *Climbing the Ladder of Success*

-  Moderated by Tom McGowan, Curriculum Coordinator, CT State Fire Academy
-  Noelle Merchant, Public Education Coordinator, Statewide Emergency Telecommunications Board
-  Chief Peter Lamb, North Attleboro Fire Dept., *Fighting Back YouTube*
-  Asst. Fire Marshal Michael Greenia, VT Office of the State Fire Marshal

This leadership development panel discussion will include short presentations by speakers on topics that should be of interest to risk management leaders. There will be plenty of time for participant discussion on the topics and the challenges they face in implementing similar strategies in their own community.

Noelle Merchant of the SETB will discuss how to use the E-911 database as an effective risk management strategy, who's responsible for maintaining it locally and how to influence that process. Chief Peter Lamb will present his ideas on using today's technology to communicate life safety messages and to combat the how-to misinformation on You Tube. Asst. Fire Marshal Mike Greenia will discuss using the media as part of your risk management strategy. We also plan to discuss succession planning, how we ensure our continuity of our programs and our agency's credibility in the community.

12:00 - 12:45 PM..... LUNCH

12:45 - 1:45 PM..... GENERAL SESSION

Keynote Speaker

◆ To Be Announced

1:45 - 2:00 PM..... BREAK

2:00 - 3:00 PM..... BLOCK E

E1 Fundamental Fire Science or Laying the Foundation

■ Capt. James Gallagher, Hanover Fire Dept.

Students will leave with an understanding of the

Leadership Development Track on September 27, 2007

Because chiefs and line officers are responsible as managers for creating a supportive climate and culture for public fire and life safety education, we have created a special part-day track for chief officers and other command staff at a special registration rate. The Leadership Development Track includes:

■ Morning general session presentation
*Research Based Practices in Bullying
and Violence Prevention: Giving Children
Skills to Make Healthy Decisions;*

■ Leadership development panel
discussion, Risk Management Leadership
or *Climbing the Ladder of Success*
where effective strategies for managing
a community's fire risk will be shared and
discussed by participants;

■ Lunch;

■ Keynote address.

"fire triangle", some basic fire science concepts and an appreciation of how to apply this knowledge in everyday life to prevent undesired fires. Students will also be exposed to teaching materials and techniques from a broad age range of fire safety curricula. Teachers and health educators recommend this workshop as a good primer on the basics of fire for themselves from a dynamic presenter. Since this workshop is specifically designed for the non-fire professional, they will be given registration priority.

E2 Customer Service: The How and Why of Being Nice

■ Insp. Don Parsons, Westford Fire Dept.

This workshop is part of the leadership development track. Learn strategies for dealing with difficult people. Learn how to intertwine public education with everyday operations and demonstrate the link between public relations and public education. A leader should be able to explain what's in it for them and what's in it for the community.

E3 Getting Your Message to the Masses or FD Media 101

■ Michael Greenia,
VT Office of the State Fire Marshal

This presentation provides an overview of the different types of media and how you can utilize them to assist you in getting your fire safety and prevention messages out to the public. Attendees will explore different ways to make the biggest impact, in addition to the benefits and limitations of each media outlet. Tips on how to be interviewed and making your own TV show for little or no cost will also be discussed.

E4 The Secrets of the Grant Writing Process or Plan Approval

■ Elizabeth Silva,
Winchester Substance Abuse Coalition

Are you ready to get comfortable with writing grant applications? The purpose of this workshop is to help you explore skills and resources needed to plan, not just write, a competitive grant application. This workshop will provide the fundamentals for applying for all grants. It will not be a step-by-step "how to fill out SAFE Grant applications".

E5 Bullies, Victims, Bystanders – Who's Who?

 Jason Kallio - Edutainer, Say It With MAGIC

Magic is used in this workshop to define bullying and addresses the behavior of bullies, bystanders, and victims. By raising awareness and with your help, students can change their behavior and take responsibility. You will see how to use your computer to make simple visual aids. The goal is to facilitate communication in a non-threatening manner. You will learn skills for presenting to grades K – 8. You will learn how to collaborate with schools to reinforce their bully prevention programs.

3:00 - 3:15 PM..... BREAK


3:15 - 4:15 PM..... WORKSHOP F


F1 Succession Planning or Keeping Your Program Going

 Chief Michael Cassidy, Holliston Fire Dept.

What happens to your program when the public fire and life safety educator is promoted? What happens to the hard won credibility with community partners when the leadership team fails to do succession planning? This is a key strategy that every fire educator and every fire officer needs to be implementing.

F2 Is Assessment in Your Toolbox? How Burn Injuries Can Target Our Messages

 Sally Morton, N.P., Sumner Redstone Burn Center, Mass. General Hospital

 Sue Burke, R.N., Shriners Hospitals for Children, Boston

Two members of the American Burn Association will facilitate an interactive presentation using examples provided by the audience of how our message doesn't get across. Solutions to common pitfalls in burn prevention will be discussed. Remember how middle schoolers clothing ignitions told us to teach confined space "stop, drop and roll" in the

upper grades? Anyone who teaches burn prevention or survival can contribute to the discussion.

F3 Citizens Fire Academy or Building Bridges

 FF/EMT Bonnie Lopez, Upton Fire Dept..

 Dep. Charles Doody, Canton Fire Dept.

Students will learn fundamental steps to plan, organize and present a citizens fire academy in their own community. A citizens fire academy is a great way to educate the public about what the fire service does and why, and carry over that knowledge to fire safety in their own lives.

F4 Teaching with the Fire Safety House or Model Home

 FF Oona Aldrich, Harvard Fire Dept.

 FF Tim Kelly, Devens Fire Dept.

This workshop is for anyone who plans to use the Fire Safety House and wants examples of teaching techniques. We will learn Home Escape Planning using a lesson plan for second grade. Learn some tricks for teaching this age group. The Fire Safety House will be at the conference for touring, but this workshop be classroom only.

F5 The Cocoanut Grove and Our Lady of Angels School Fires: Using Fire to Teach History

 Lt. Paul T. Delaney, Wellesley Fire Dept.

This presentation provides an overview how to present the Cocoanut Grove nightclub fire in Boston and the Our Lady of Angels School Fire in Chicago to middle and high school students, and to community groups. Each tragedy became a catalyst for building and fire code reform and set the stage for current fire codes. It easily fits with the *History and Social Sciences Curriculum Framework* when discussing American History and the Industrial Revolution.

4:15 PM..... CERTIFICATES AND OEMS FORMS
AVAILABLE AT REGISTRATION DESK



NOMINATION FORM

2007 FIRE & LIFE SAFETY EDUCATOR OF THE YEAR AWARD

About the Award...

Nominations are being accepted for the *2007 Massachusetts Fire and Life Safety Educator of the Year Award*. This award is designed to recognize people, individuals or teams, for their involvement and commitment to making our world safer from fire or other preventable injuries. Although fire and life safety education may be their job, we are looking for people who do something above and beyond to make a difference. We seek to honor people who demonstrate qualities such as leadership, teamwork, creativity, vision, and perseverance. The winner's name will be inscribed on a perpetual plaque which hangs at the Department of Fire Services. The winner will be invited to participate in fire prevention activities with the State Fire Marshal and to represent fire and life safety educators at appropriate events throughout the year. The award and the runner-up citations will be presented at the *13th Annual Fire and Life Safety Education Conference* to be held at the Mansfield Holiday Inn on September 26, 2007 (the first day of the conference).

Who can be nominated...

Nominees may be a member of any profession. They may impact the safety of any part or many parts of the community -- children, older adults, teens, special groups of citizens or the general public.

Name of Nominee(s) _____

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____

Who can make nominations...

Anyone can make a nomination - peers, chief officers, teachers, principals, or citizens. Do you know someone who has made a difference and deserves to be recognized? Let us know who and why.

Name of Nominator(s) _____

Address _____

City _____ State _____ Zip Code _____

Telephone Number _____

Send this nomination form to...

By mail: Department of Fire Services
Fire & Life Safety Public Educator of the Year Award
P.O. Box 1025 - State Road
Stow, MA 01775

By Fax: 978.567.3199

By e-mail: jennifer.mieth@state.ma.us

Nomination Deadline...

August 24, 2007 -- Before Labor Day weekend!

Judging...

The Public Fire and Life Safety Educator of the Year will be selected by a committee appointed by the State Fire Marshal.



Please explain...

Please explain why the nominee(s) deserves special recognition by writing a short answer to each of the following questions.

Please attach any supporting materials such as newspaper articles, handouts, letters, lesson plans or photos that will assist the selection committee with the difficult task of selecting the one Fire and Life Safety Educator of the Year that stands out just a little bit more in a field of talented educators.

Please use another sheet of paper to answer the following:

1. ***Why does this nominee deserve special recognition?***
2. ***How successful is the program?***
(any Young Heroes? statistics? behavior changes by the public or inside the organization?)
3. ***What is innovative or creative about the approach?***
4. ***What partnerships were built?***
(within or between agencies?)
5. ***What leadership was shown?***
6. ***What obstacles were surmounted or challenges faced?***